

**RFP for Telecommunications Audit**  
**Job # 25-14-IT**  
**March 28, 2014**  
**Questions and Answers**

1. Will the selected auditor be given direct access to carriers through a letter of authority?  
Yes
2. Do you receive electronic or paper billing? For instances where billing is electronic, do you have access to a vendor portal and will the auditor be given access?  
Paper
3. What is your annual wireline telecommunications expenditure?  
\$262,630.87 in 2013
4. Are wireless devices included in the audit?  
Yes
  - a. If yes, how many devices?  
Approximately 250 plus 50 or so cellular data cards for laptops
  - b. How much monthly or annual wireless expense?  
Average for all departments: \$8,200/month
5. Is a contract audit included in the work?  
Yes
6. Is invoice validation included in the audit?  
Yes
7. Do the expected deliverables include recovery of billing errors from vendors?  
Negotiable
8. Do you want more detailed documentation for the audit such as the purpose of each service, where it's located, if it's contracted, when the contract expires, etc.?  
Yes
9. When expired contracts are detected, will renewing or renegotiating those contacts be in-scope? If not, how will that be included in compensation for the auditor?  
Negotiable
10. Is delivery of the inventory in MS-Excel satisfactory or is something else required?  
Yes, MS-Excel is acceptable.
11. Will the selected auditor be allowed to manage implementation of its recommendations?  
Negotiable
12. Do you have any projects currently planned that will directly impact your services and, consequently, the audit recommendations?  
No
13. In order to determine the number of staff hours which will be required, could the term or number of years of the proposed contract be shared?

- a. To clarify your question below, are you asking how long we expect the audit process to take?
- b. On Page 24 of the Request for Proposal Form 9: Project Schedule and Work Plan, under Vendor Staff Assignments/Hours.

The question requests labor hours for all tasks.

For an accurate hour count to be provided the number of months of the contract is needed.

We estimate the project will take about 100 hours. If more time is necessary, please outline in your response.

14. Does the city maintain the communications equipment and network today?

The City maintains our own data and VoIP network.

15. Does the City own or lease the Network?

Most offsite locations are connected via city-owned fiber, two locations are connected to via leased T1 circuits.

16. Who is the Local ILEC?

Frontier is the local ILEC, however, we get our phone system's dial tone and long distance from Integra Telecom

17. Who is the Long Distance provider?

Integra Telecom

18. Are all 13 locations on the same Network

Yes

19. Are there any existing Vendor contracts relevant to this project?

No

20. Is it possible to receive a one week extension for proposal submission?

All proposals are due per the schedule in the RFP.

21. Is it the intent of the City of Kirkland to pay an hourly rate for the Telecommunications Audit or would a contingency based compensation rate be accepted?

You may propose both options. We would like a not to exceed quote as a minimum.

22. Will telecommunication brokers or service providers be eligible to conduct the audit as outlined in the RFP?

Since we are auditing services providers, we would prefer that they not do the actual audit.

23. Which Telecommunication Service providers currently issue invoices to the City?

Currently known providers include Integra Telecom, Frontier, CenturyLink, AT&T Wireless, VerizonWireless, and T-Mobile. There could be more.

24. What is the approximate / average monthly spend for each of the following service areas?

- a. Telecommunications (Local, long distance, etc.)

Integra Telecom: \$1,800/month

Frontier: \$800/month

- b. Mobile Services (wireless voice and data)

Average for all departments: \$8,200/month

- c. Data Network Services (WAN, Internet, M2M, etc.)

25. How many, City of Kirkland employees, are approved for mobile devices and service and how many total mobile devices are currently in use? (Including mobile phones, tablets, data cards, etc.)

Approximately 250

26. Does this City of Kirkland have any Machine-to-Machine (M2M) services currently in place and if so, what is the approximate number of devices and how are they being used?
- Could you clarify the following question with some examples of M2M services?
  - Machine to Machine (M2M) is when a machine communicates with another machine. Examples include:
    - Alarm detection that communicates with an alarm center
    - Time card machine that communicates to a payroll computer

A few possible examples the City of Kirkland may use M2M include, traffic cameras, tracking city assets (service trucks & large machinery), ongoing monitoring of water pumps, HVAC systems, temperature controlled areas, utility meters, etc. The services are typically provided by companies like Verizon Wireless, AT&T Wireless or Sprint Wireless and in most cases have some type of data plan associated with each device.

Yes. They are used for fire alarm panels, security alarms, emergency phones at fire stations for the public, etc. We also have special circuits for our Telemetry system.

27. For the service providers that will be included in the Telecommunications Audit, how many service accounts are there for each provider and how many monthly invoices are received each month?

Verizon: 15

Sprint: 1

American Messaging: 3

Frontier: 30

AT&T: 7

There could be more we have not yet identified

28. Will the consultants who are awarded the job be provided direct access to each of the service provider's online portal and have access to historical billing, service inventory, etc.?

Yes

29. Will the consultants who conduct the Telecommunications Audit be provided direct access to the sales and support teams for each of the service providers for the purpose of requesting specific information regarding the inventory, historical background, invoices, technical design, contractual requirements, etc.?

Yes

30. Does the City of Kirkland currently use or leverage a 3<sup>rd</sup> party Telecom Expense Management (TEM) service and if so, who is the service provider and will the consultants have access to the service?

No

Issued by:

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